

# Comprehensive **FUNCTIONALITY**

PCR<sup>o</sup>360<sup>™</sup>

## **PCR-360 Functionalities are the critical capabilities of the enterprise-level management tool.**

---

**This comprehensive suite allows users to track, manage, and bill the activities of assets, people, operations, and workflow.**

By navigating seamlessly between integrated sets of data, PCR-360 software manages your organization's information while providing a simple, cohesive user experience. The application's namesake tool allows users to locate an item—be it a contact, location, piece of equipment, service, or any other item defined in the system—and view a comprehensive representation of how the item relates to the other items in the system. This 360 View is more than a typical search engine; it's a powerful tool that helps users understand precisely how their data and resources interact and fit within their organization.



### **Service Desk**

---

The Service Desk serves as the portal to many of PCR-360's most critical functions. The Service Desk is designed as the single point of reference for all transactions that add, change, move, or delete any of the services and/or equipment that your organization tracks via PCR-360.

The Service Desk is broken down into these distinct categories: Requests, Estimates, Orders, Incidents, Projects, Problems, Quick Ticks and Legacy. By accessing each group of Service Desk items, users can assume responsibility for a service, monitor the progress of a service, or make alterations to the service process itself.



## Services

---

The Services section provides access to Phones, Data, Backbone, Auth Codes, Trunks, and Other Services. This section allows the user to view and manually maintain the all the Services tracked in the application. This section allows the user organization's financial team to monitor and make changes to the specific services that are available to customers or that the organization is currently providing.

Services are organized by the types of services the organization provides to customers, including services like **Phones, Data, Backbone, Authorization (Auth) Codes, Trunks, and Other Services**. The offered service types can be customized by the System Administrator, who can add new types of services to these offerings.



## Inventory

---

PCR-360's Inventory function empowers organizations to define and track any tangible asset—and even some intangible assets.

Far more than a simple monitoring tool, the Inventory function also encourages users to interact with their assets. Users can order new equipment to a warehouse, initiate bulk transfers of equipment between storage facilities, and even set default reorder points to ensure a fully-stocked inventory across a large network of locations.

### **On the Inventory: Equipment screen...**

Double-click any piece of Equipment and see its exact location; its owner or primary point of contact; detailed billing protocol; specific identification information; a detailed description of its usage in the network; and any Remarks or important information that accompany it.

### **On the Inventory: Warehouses screen...**

Double-click any warehouse and see its exact location and type; each piece of equipment it houses; and a list of contacts associated with the facility and its equipment.

Far more than a simple monitoring tool, the Inventory function also encourages users to interact with their equipment. Users can order new equipment to

a warehouse, initiate bulk transfers of equipment between storage facilities, and even set default reorder points to ensure a fully-stocked inventory across a large network of locations.

### **On the Inventory: Overview screen...**

See a broad overview of equipment on hand and where it is located. From here actions like ordering more equipment, bulk transfers, and re-order thresholds can be set.

### **On the Inventory: Warehouse Actions screen...**

Select multiple Equipment to Stage, Pick up, or Return to a Warehouse.

### **On the Inventory: Purchase Order screen...**

Create and manage purchase orders from specific vendors in a warehouse.

### **On the Inventory: Return Order screen...**

Create and manage return orders from a vendor and a warehouse the equipment will be returned to.



## Cable

---

Switches, routers, servers, phones, printers, cables, wireless, voice. The modern business is a complex network of information supported by a physical infrastructure, the integrity of which is critical to the people who really make an organization tick. PCR-360's Cable tool employs both text and visual representations of your organization's data and voice network to afford users a virtual roadmap of the many wires, cables, switches, and servers that support your business. By defining components relevant to specific segments of the cable infrastructure, users can build detailed, comprehensive cable paths to serve as references for tracking and management concerns. That way, if there's a break in service somewhere along the line, it'll be easy

to pinpoint; or, if new equipment needs access to the network, it'll be easy to connect.

In View/Report sub folder

- Inventory Counts
- Warehouse Point in Time
- Warehouse Bulk History
- Equipment & Services GLA
- Equipment & Services Location



## Catalog

---

The Catalog function enables users to browse a comprehensive list of all the equipment, services, charges, features, and service level agreements (SLAs) that their organization can access or employ.

Consider it the same way one might consider a catalog of retail goods. If a user needs a new piece of equipment - say, a new iPhone, for example—the Catalog is the place to order it. Need to dial up a specific service—say, an email account - for a new customer? The Catalog is the place to locate it.

Users will notice that the Catalog function appears throughout the PCR-360 application. Whenever you're selecting a specific item from a drop-down menu—be it an iPhone or a specific service—you're selecting from your organization's Catalog.



## Reporting

---

PCR-360's Reporting section allows the user to access grid reports from different parts of the application in a single centrally located menu including Service Desk, Services, Inventory, People, Cabling, and Billing/Calls.

This allows for the creation of standard reports to be shared by designated users of the system. Typically these reports are for monthly billing, Service Desk operations, time keeping, etc. Many of the reports that can be generated for use in this area are enhancements of grid reports throughout the system. Reports available in

this area are defined in the implementation process and developed jointly between PCR and the customer.



## Knowledgebase

---

PCR-360's powerful knowledge management features can help your service desk team—and your customers—improve resolution times by providing a repository to successfully capture, structure, and reuse service-related knowledge. The Knowledgebase can be arranged by category, topic and article. And you can decide what articles to publish internally or to your entire user community.

With the integration of the PCR-360 Knowledgebase, organizations will be able to reduce service desk requests by providing quick access to searches of existing articles.



## People

---

The People section is the PCR-360 user's one-stop shop for locating the contact information for customers, vendors, fellow users, and all other members of the user's network.

The grids within the People section operate similarly to the grids found in the Catalog section. While there are Catalog grids for equipment, services, charges, and more, the People section serves as a sort of "catalog" for all the people associated with the user organization.

Beyond its value as a practical phonebook of sorts, 'People' also allows users to construct project- or department-specific Workgroups and develop an ultimate Departmental Hierarchy. Employees and even third party contractors working on an hourly basis can also use the People function as a Time Entry tracker.



## Communication

---

For landline voice services, a significant amount of manual effort is generally involved to configure the voice switch for the features, line appearances, authorization codes, etc. that are unique to each station. With PCR-360's optional switch provisioning there is no need to manually make those programming changes in the switch. PCR-360 Switch Provisioning is integrated with the service order/service request processes to perform software-based Move, Add, Change and Delete (MACD) activities directly to the switch. Using a browser GUI, the user merely populates the requested features on the selected keys of the telephone sets and PCR-360 immediately performs feature-to-feature and feature-to-set edits prior to issuing commands to the switch. All features are tracked, by key, for each station.

In addition to updating your switch with MACD program changes, PCR-360 makes sure our application is always in sync with your switch. The PCR-360 synchronization process continually polls the switch during off hours to keep the PCR-360 database perfectly aligned with your switch for accurate reporting, billing, and troubleshooting.



## Dashboard

---

The PCR-360 Dashboard is the primary portal through which users can access a series of insightful charts and graphs generated using a user or organization's real-time SLA status, critical due date, inventory status, cable capacity variables, and/or other criteria. Click on a chart and immediately drill into the details.

More than just a view into critical statuses, the Dashboard icon alerts users when an item needs attention. By inputting a Warning Threshold in the dashboard set-up, the user can specify threshold values at which point the Dashboard would warn the user that the item being watched had reached the defined point. The same protocol can apply to approaching deadlines, cable capacity issues, and SLA statuses.



## CustomerCenter

---

Provides your customers with an on-line self-service function that doesn't tie up your own back-office resources. Customers no longer have to call the IT Desk for many of the common requests that would normally divert your staff.

Functionality includes:

- **System Alerts/News** News and Alerts can be added to disseminate information to the system users. Messages are displayed on the homepage for each user.
- **Directory Search**
- **Service Requests** A step-by-step walkthrough approach regarding Service Requests allows users to submit orders via a web-cart format.
- **Incident Reporting** A step-by-step method for users to log incidents and trouble tickets. Comes with a built-in Knowledgebase search to help divert known issues and problems.
- **Web ViewBill** An HTML bill rendered in a user-friendly format with drill-down functionality, showing different levels of bill detail.
- **Knowledge Base** Search through help articles to get information and helpful knowledge. Can be used in tandem with Incident Reports in order to help divert known tickets issues.
- **Approval Workflow** Provides a workflow approval process seeking authorization from the appropriate people and groups before the workflow's submission as a Service Request.
- **Assorted HTML Reports** Reports rendered in an easy-to-view and simple-to-use format for Ratings Report, Building Report, Station Inventory and Asset Inventory Report. Available in HTML, PDF, and CSV outputs.

*CustomerCenter is directly linked to PCR-360, so all requests and incidents initiated in the CustomerCenter automatically generate orders and tickets in the organization's application.*

